

I live 2 miles outside of a small town. Dial-up and wireless are the only choices for Internet service. There are 2 wireless providers for this area. After a loss of signal strength with one provider, I changed to the other provider in this area. Now I seem to be having the same problem with my current service.

the problem-

the 1st provider- the first several months I received very good signal strength. Then it began to drop too low for me to receive during peak times. During off-peak hours the signal was strong enough to receive but eventually become too weak even during off-peak times. It's obvious the provider oversold the capability of their signal -basically trading my 1 account for several accounts closer to the tower. The provider "released" me from their service contract.

I then contacted the other wireless provider for this area and began service with them.

It appears the same thing is happening with this provider. I understand that it is the provider's prerogative to choose who they provide service to. My problem is with the initial high connection fees- I paid \$100 for installation with the first wireless company only to be sold out of my signal after a few months of service. My current provider charged \$200 for installation -and it appears I am again being sold out of my signal.

My questions-

are there guidelines regulating how many customers a wireless provider can provide service to per signal?

are there guidelines regarding a provider's obligation to provide service to current customers? there by preventing providers from ripping off current customer's for our installation fee when they over sale the strength of their signal?

if there are such guidelines, is there a way to find out how many customers per signal a company is allowed to provide with service? or even a way to research how many customers are receiving service on Monday of one week versus Monday of the following week -

thereby allowing someone such as myself to prevent a provider from selling us out of our signal?